

NEVADA STATE BOARD OF PHYSICAL THERAPY EXAMINERS

Frequently Asked Questions

Can multiple licenses renew via one transaction?

No. Due to the fact that you are entering personal information to access your individual licensure record, only one license can be renewed per transaction.

Can I pay with my credit card or debit card?

No. At this time, the Board will only accept electronic checks. You enter the routing number and checking account number and the renewal fee will be automatically debited from your checking account.

Is it safe to renew on-line?

Yes. The web site uses industry-standard (Secure Sockets Layer) SSL encryption to protect your privacy online. Secure pages are marked by the lock symbol on your screen. We will not store your checking account information on our database. All personal data is encrypted using industry standards.

How is the Electronic Payment (e-payment) processed from my bank?

The customer submits payment information. The transaction is authorized and a confirmation number is returned via e-mail to the customer. The State of Nevada has contracted with First Data Government Solutions' Paypoint engine to process the transfer of funds.

How long does it generally take to process the payment?

Typically, one business day.

Does the Board release my personal information?

We respect your privacy. We will not, under any circumstances, release your information to anyone. We do not store any bank account or routing numbers.

Is the epayments website secure?

Security is a top priority. When you submit sensitive information via the website, your information is protected both online and offline. The information you enter regarding your payment is encrypted, making it extremely difficult to read even if it is wrongly intercepted. When our registration form asks you to enter sensitive information (such as your bank account number), that information is encrypted and is protected with the best encryption software currently available in the industry - EVSSL.

Will I receive a receipt?

Yes. Once you have completed the process, you may choose to print a receipt. **The Board office will not have access to your personal receipt**, so please print a receipt for your records. If your employer reimburses your annual renewal fee or if your accountant requires a receipt, you may use this receipt for these purposes.

Will the Board be mailing paper renewal forms?

No. The Board prefers that all licensees take advantage of the on-line renewal system. This system has been created to make renewal easy and secure.

Are paper renewal forms available?

Yes, blank renewal forms are available on the Board's website under the forms tab. Please be sure to complete all required areas and complete both pages to avoid having your renewal form returned to you.

I want to renew on-line, but I am not comfortable using a computer. What can I do?

Ask a relative or co-worker to help you. Be certain to ask someone you trust, as you will be entering private information.

Can the Board office assist me in the on-line renewal process?

We can certainly answer general questions, however we cannot perform the on-line renewal for you.

How many continuing education units do I need to renew?

The vast majority of licensees require 1.5 units (15 hours) of Board-approved continuing education to renew. No more than .8 units can be obtained from non-clinical courses. Please visit the Board's website to ensure you take only Board-approved courses. Non-approved courses do not count toward your annual requirement.

If you were licensed during the past year as a new graduate, your continuing education requirement was calculated for you and provided with your initial licensure information. Please refer to that information for your requirement. If you have misplaced that information, you may make a written request via fax or mail, with signature, and we will mail you a copy of the paperwork. We will not provide this information over the phone or via email. **New graduate licensees** who are waived the first year will enter "New Grad" for the provider name, "Waived" for the course name, 1.5 for the units and the date of the renewal for the course date.

If you were licensed during the past year via endorsement, your continuing education requirement was calculated for you and provided with your initial licensure information. Please refer to that information for your requirement. If you have misplaced that information, you may make a written request via fax or mail, with signature, and we will mail you a copy of the paperwork. We will not provide this information over the phone or via email. **Endorsement licensees** will enter the course(s) taken to meet their prorated unit requirement. Any remaining units will be listed as "Ends" for the provider name, "Prorated" for the course name, the units needed to reach the 1.5, and the date of the renewal for the course date.

What if I don't want to renew my license?

The on-line system allows you to report that you do not intend to renew your license. After entering the system, simply select "I do not intend to renew my license." When prompted "Are you sure?" click "OK". We would appreciate that information so we can update your record accordingly.